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HOST
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An Autogrill Company

# Safeguarding Food in a Complex and Unique Environment

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HMSHost

# Who is HMSHost?



- We operate approximately 2800 restaurants, serving over 800,000 guests every day.

- We are in 82 airports

- 100 travel plazas

- and a half-dozen malls

- We have 75 commissaries

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# A Unique Mix of Restaurants

…Including fresh sushi and a hydroponic garden inside the airport.


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# Different Venues



## Travel Plazas and Malls

- National and Regional Brands
- Delivery areas and BOH fairly secure
- Some outside storage



## Airports

- National brands, regional brands, local brands, internal brands
- On-site commissaries, warehouse, food prep
- Off-site commissaries, warehouse, food prep
- In some cases, all of the above



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# Different Internal Logistics



## Direct Delivery

## Cross-Docking

## Redistribution

# Direct Delivery



**Restaurant orders product**

**Product delivered directly to the restaurant**

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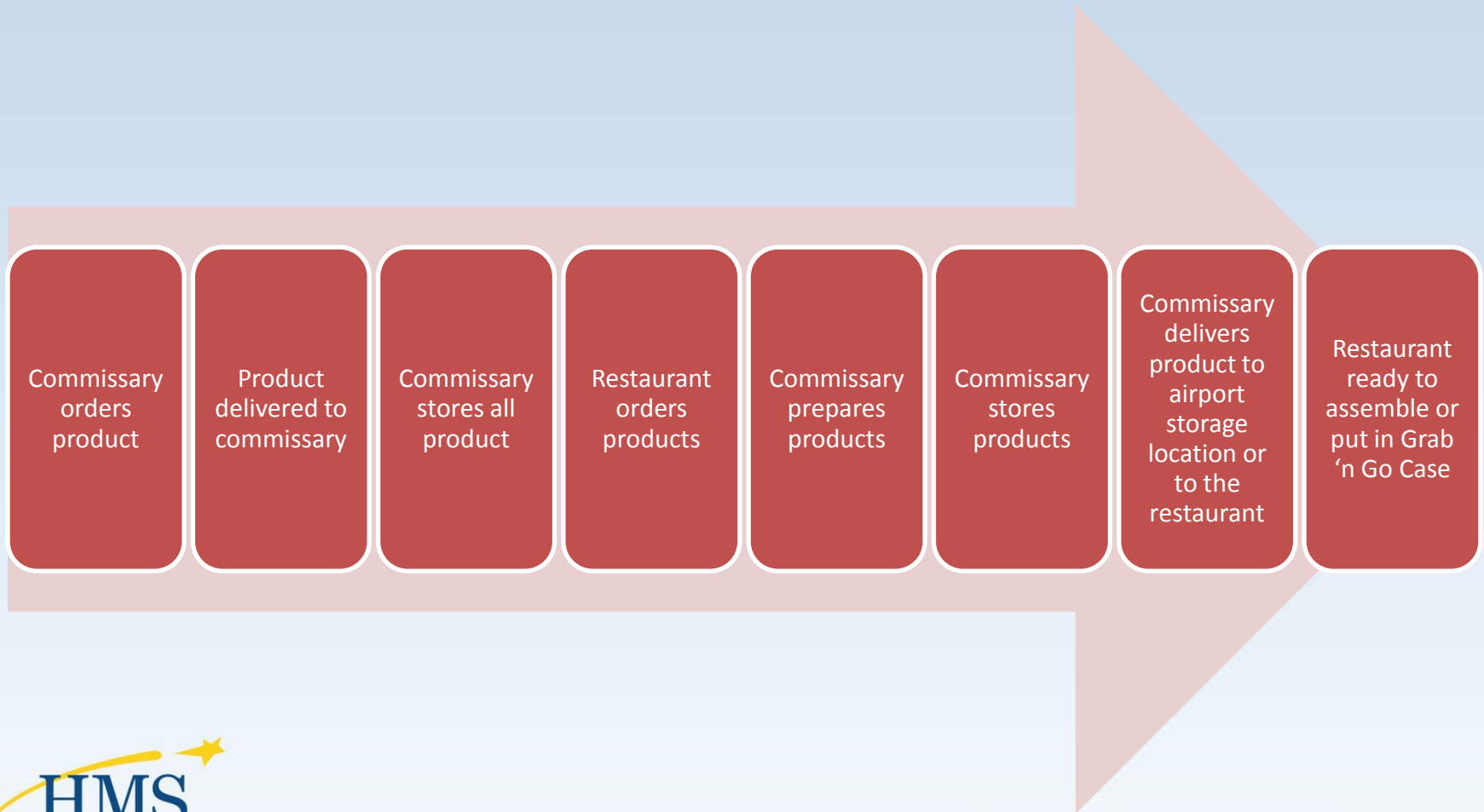
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# Cross Docking



Restaurant or commissary orders product

Product delivered to loading dock

Product loaded onto truck

Product delivered to the restaurant or on-site receiving

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# Redistribution

# Food Defense
# Global Purchasing Organization (GPO)

- First line of defense

- GPO qualifies suppliers

  – Food Safety

  – Quality Assurance

  – Recall Plan

  – Food Defense Plan

- Only purchase from approved vendors

# Food Defense
# Small Supplier Program
## Local farms, manufacturers or restaurant partners



Consultation

Process to Qualify Small Suppliers

Training

Annual Audits

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# Food Defense



**SOP's**

Receiving

Storage

Shipping

Preparation

Display

**Training**

ServSafe

OJT

MIT

Commissary

**Audits**

Monthly Audits

Third-Party Audits

**Food Safety**

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# Conclusion

- Keep it simple and use a common sense approach to food defense

- Make sure procedures are flexible to address the variations in our business model

- There is more work to be done...